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ABSTRACT

In spring 1996, William Rainey Harper College (WRHC), in Illinois, undertook an evaluation of its preschool facilities, or Child Learning Centers, at the main campus and at WRHC's Northeast Center. Telephone surveys were conducted of 21 former student teachers to determine their evaluation of the Centers and of the learning experience the Centers afforded them. In addition, a sample of 307 parents of children enrolled between fall 1993 and fall 1995 were surveyed to determine their overall evaluations of program quality, resulting in responses from 169 parents. Study findings included the following: (1) the former student teachers were satisfied with all aspects of the Centers, with over 70 percent being very satisfied with the skill of the teaching staff, classroom materials and equipment, appearance and condition of the centers, and the preparation they received for a teaching career; (2) for the Northeast Center program, parents gave the highest ratings to the quality of the teaching staff, the curriculum, communication with the teacher, and overall satisfaction; (3) the lowest ratings were given to the state of the outdoor playground; and (4) for the main campus facilities, the lowest ratings were given to communication with teachers and the lack of parent-teacher conferences. The survey instruments are appended. (TGI)

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ED 397 914

William Rainey Harper College

Office of

PLANNING and RESEARCH

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

EVALUATION STUDIES OF CHILD LEARNING CENTERS ON THE MAIN CAMPUS AND AT NORTHEAST CENTER

Dr. John A. Lucas, Director
Office of Planning and Research

Jane Ann Thomas, Director
Child Learning Center

JC 960 523

BEST COPY AVAILABLE

ABSTRACT

The purpose of these studies was to evaluate the Child Learning Centers at Harper College through surveying former student teachers and parents of children who attended one of three pre-school programs at Harper. A telephone survey was conducted among the 26 former student teachers and after several attempts, a response of 81 percent was achieved. Over 300 parents of children who were enrolled in one of the three pre-school programs from the fall of 1993 through the fall of 1995 were identified. They were mailed a survey and after three weeks a second mailing was sent to non-respondents. After the second mailing a response of 55 percent was obtained.

Results of the studies showed that for the most part student teachers were satisfied with all aspects of the Child Learning Center. Parents rated the pre-school at the Northeast Center the highest with regard to the quality of the teaching staff, the curriculum, communications and their overall satisfaction. They were less than satisfied with communication with the Office Manager, the billing procedures, and the lack of an observation room. They rated extremely low the deplorable state of the outdoor playground.

The regular on-campus pre-school parents rated everything fairly well except for the communications with the teachers and the lack of parent-teacher conferences. The parents of children in the flex schedule program rated everything fairly high except for the billing procedures, the hours of operation and the lack of parent-teacher conferences.

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Purpose

The purpose of these studies was to evaluate the Child Learning Centers at Harper College through two different means. The first approach was to survey former student teachers in the centers to get their evaluation of the centers and to determine what kind of learning experience it was for them. The second approach was to survey parents of children who had been in one of the programs as to their evaluation of the centers. These studies were part of the Program Review for the Child Learning Centers and were requested by the Child Learning Center Director.

Methodology and Population Surveyed

The surveys shown in the appendix were developed jointly by the Office of Planning and Research and the Director of the Child Learning Center. The population of former student teachers was developed by identifying all students enrolling in the early childhood practicum from the fall of 1993 through the fall of 1995. Twenty-six such students were identified and after several attempts 21 were surveyed over the telephone for an 81 percent response rate. Parents of children enrolled in the Early Child Learning Centers were identified from lists of enrollments from the fall of 1993 through the fall of 1995. The surveys were mailed to the parents and after the second mailing three weeks later to non-respondents, the following response rates were obtained:

Learning Center	Number In Sample	Number of Completed Surveys	Response Rate
✦ Regular Pre-School - Main Campus	146	80	54.8%
✦ Flexible Schedule Pre-School - Main Campus	101	53	52.5%
✦ Pre-School - Northeast Center	60	36	60.0%
Total	307	169	55.0%

Major Conclusions

Results of the studies showed that, for the most part, student teachers were satisfied with all aspects of the Child Learning Center. Parents rated the pre-school at the Northeast Center the highest with regard to the quality of the teaching staff, the curriculum, communications and their overall satisfaction. They were less than satisfied with communication with the Office Manager, the billing procedures, and lack of observation room but rated extremely low the deplorable state of the outdoor playground. The regular on-campus pre-school parents rated everything fairly well except for the communications with the teachers and the lack of parent-teachers conferences. The parents of children in the flex schedule program rated everything fairly high except for the billing procedures, the hours of operation, and the parent-teacher conferences.

Discussion of Results

Results of the student teacher survey showed they were satisfied with all aspects of the Child Learning Center but some attributes produced more satisfaction than others. Areas producing the most satisfaction - over 70 percent very satisfied - were the skill of the teaching staff, classroom materials and equipment, appearance and condition of the center and preparation for a teaching career. Areas producing the least satisfaction - about half were very satisfied - were communication with the head teacher, the indoor playroom and support from the teaching staff. There were several comments about the inadequacy of the playroom. There were nine general comments given. Six were positive and three were negative.

Parents of children enrolled in the centers were first asked to evaluate the Child Learning Center on nine different program attributes. Parents were most satisfied with the teaching staff. The teaching staff was rated high in all three programs but especially high at the Northeast Center where 56 percent of the parents wrote comments about how exceptional the teaching staff was at the Center. Overall, satisfaction and the curriculum for the children was also rated very high in all three programs. The registration procedure was rated fairly high (more than satisfied) in all three programs. There was wide variation in the satisfaction with the hours of operation with those at the Northeast Center being very satisfied and those in the flexible schedule program being less than satisfied. Nine percent of those on the flexible schedule offered comments asking for different and

Discussion of Results (cont'd)

longer hours as most of these students had become full time and the five-hour limit was no longer enough. Students at the Northeast Center would be part time and therefore would be much more apt to be satisfied with the hours of operation.

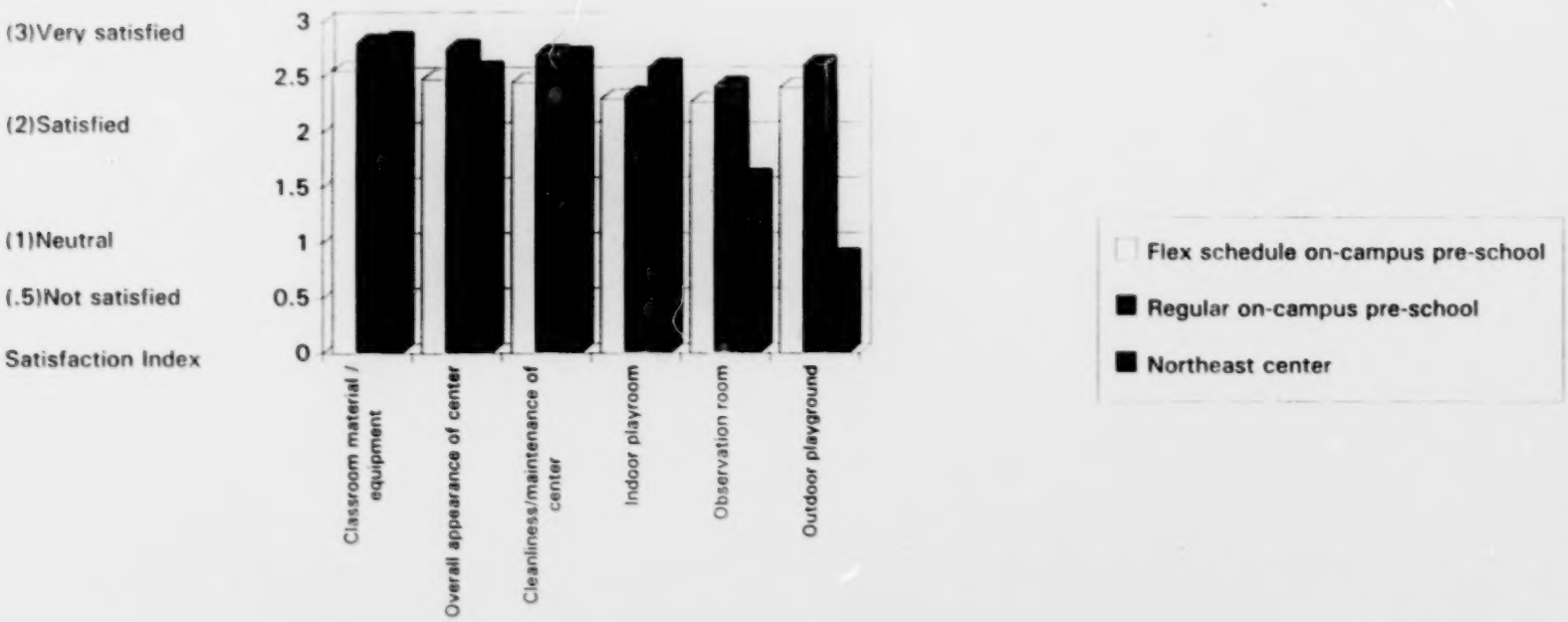
There was also a big difference across the three programs as to how satisfactory were parent-teacher communications. The parents at the Northeast Center Pre-School were very satisfied with communication while parents of children at the on-campus Pre-School were less than satisfied. Among the comments of the latter group, 15 percent said they wanted regular feedback from the teachers on the schedule, the curriculum and the progress of their child. The lowest overall rating was on parent-teacher conferences and it was the attribute that produced the largest differences across the three programs. Parents at the Northeast Center were very satisfied while parents with children in the on-campus pre-school were considerably less than satisfied. Among the comments, 20 percent of this latter group said they had not had and wanted parent-teacher conferences.

Overall, billing procedures and communication with the Office Manager were rated as satisfactory except at the Northeast Center where it was rated as less than satisfactory. Presumably this was caused by the remoteness of the Northeast Center from this activity. There were a number of comments from all groups that the pre-school was expensive, they did not like paying the whole semester tuition up front, and did not like paying for holidays and days their child was sick.

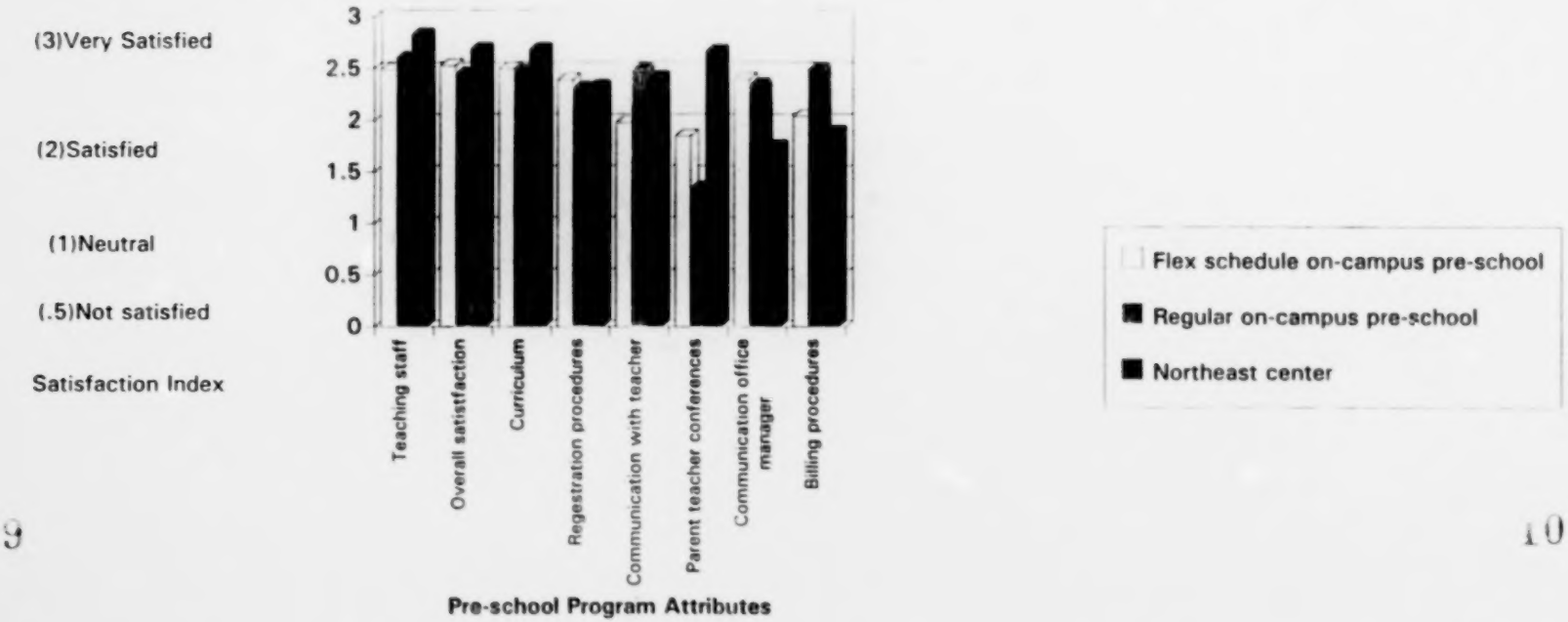
The parents were also asked to rate the facilities and equipment of the three pre-school programs. Classroom material and equipment, overall appearance and cleanliness and maintenance of the Center were all rated as very satisfactory in all three programs. The indoor playroom was rated a little lower but still more than satisfactory.

The observation room on the main campus was rated moderately while the observation room at the Northeast Center was rated less than satisfactory because there was not one. There were comments about the campus observation room being too cluttered with little space to sit and that the sound system did not always work. The outdoor playground was rated highly on campus but extremely low at the Northeast Center. In fact, 58 percent of the parents wrote comments on how deplorable the playground was at the Northeast Center.

Evaluation of Aspects of Facilities & Equipment of the Three Pre-school Programs at Harper by Parents



Evaluation of Program Attributes of the Three Pre-school Programs at Harper by Parent



Telephone Survey of Student Teachers in Child Learning Center at Harper College

Satisfaction with teachers, activities, facilities and equipment in the Child Learning Center	N	Satisfaction Index*	Percent Very Satisfied
- Skill of teaching staff	21	1.33	76.2
- Classroom materials and equipment	21	1.33	71.4
- Overall appearance of Center	21	1.33	71.4
- Cleanliness and maintenance of Center	21	1.33	71.4
- Preparation for teaching career	20	1.35	70.0
- Curriculum for children	21	1.38	76.2
- Overall participation in Learning Center	20	1.40	71.4
- Playground	21	1.57	61.9
- Student teaching development sequence	21	1.62	52.4
- Oral communication with head teacher	21	1.67	57.1
- Indoor playroom	21	1.67	42.9
- Written communication with head teacher	21	1.71	57.1
- Support from teaching staff	21	1.71	52.4

* Satisfaction Index: 1 = Very satisfied
2 = Satisfied
3 = Neutral
4 = Not Satisfied

Additional Activities, Services, Facilities or Equipment Students Now Wish Had Been a Part of the Learning Center When They Were There

Item	N	PCT
- None	16	84.2
- More indoor playroom equipment	1	5.3
- Indoor playroom too small - more appropriate for 2-3 year olds but less appropriate for 4-5 year olds	1	5.3
- Student projects contributed a lot of work for teachers for the practicum	1	5.2
Total	19	100.0

Comments on Areas of Satisfaction or Dissatisfaction

Comment	N
- Very positive	3
- Gail and Jane Were great	1
- Prepared for teaching skills	1
- Almost a fantasy world	1
- Real world is not like this	1
- Male student was not treated right by head teacher - felt discriminated against	1
- Student never worked with children before - did not get enough feedback from teachers	1

Follow-up Survey of Parents of Pre-School Children in Various Programs at Harper College

Attribute of Pre-School Program	Flex-Schedule Main Campus N	Flex-Schedule Main Campus Satisfaction Index*	Regular Pre-School Main Campus N	Regular Pre-School Main Campus Satisfaction Index*	Pre-School Northeast Center N	Pre-School Northeast Center Satisfaction Index*	Total N	Total Satisfaction Index*
- Teaching staff	49	2.49	80	2.61	36	2.83	165	2.62
- Overall satisfaction	51	2.53	80	2.46	36	2.69	167	2.53
- Curriculum for children	52	2.50	80	2.48	36	2.69	168	2.53
- Registration procedure	51	2.39	80	2.32	36	2.33	167	2.35
- Hours of operation	51	1.98	80	2.49	36	2.42	167	2.32
- Communication with teacher	51	2.41	79	1.97	36	2.69	165	2.28
- Communication with office manager	48	2.40	79	2.35	32	1.75	159	2.25
- Billing procedures	51	2.04	80	2.50	36	1.89	167	2.23
- Parent- Teacher Conferences	41	1.85	77	1.35	36	2.67	154	1.79

Aspect of Facilities and Equipment	Flex-Schedule Main Campus N	Flex-Schedule Main Campus Satisfaction Index*	Regular Pre-School Main Campus N	Regular Pre-School Main Campus Satisfaction Index*	Pre-School Northeast Center N	Pre-School Northeast Center Satisfaction Index*	Total N	Total Satisfaction Index*
- Classroom material and equipment	52	2.56	80	2.81	36	2.83	168	2.74
- Overall appearance of Center	52	2.48	80	2.76	36	2.56	168	2.63
- Cleanliness and maintenance of Center	51	2.45	80	2.71	36	2.69	167	2.63
- Indoor Playroom	47	2.30	73	2.33	33	2.58	153	2.37
- Observation Room	44	2.27	78	2.42	24	1.58	146	2.24
- Playground	52	2.40	80	2.61	35	.86	167	2.18

Satisfaction Index:
3 = Very Satisfied
2 = Satisfied
1 = Neutral
0 = Not Satisfied

Response Rates on Free Written Comments

	Number Who Returned Survey	Experiences, Services, Facilities or Equipment Which Should Have Been Included N	PCT	Other Comments N	PCT
- Pre-School Main Campus	80	33	41.3	60	75.0
- Flexible Pre-School Main Campus	53	18	34.0	38	71.7
- Pre-School Northeast Center	36	27	75.0	32	88.9

Flexible Schedule On-Campus Pre-School

Experiences, Facilities or Equipment Not in Harper's Program They Wish Had Been Included	N
- Flex-time needs to be longer than five hours	4
- Satisfied with program and facilities as they are	3
- Open the child care program in the evening	2
- Opportunity for parent and child to participate in cooking and other projects together	2
- Take in younger children - toddlers	2
- More computers	2
- Would like to bring child on non-class days for study	1
- Indoor gym for indoor play during inclement weather	1
- Just started program - cannot rate yet	1
- More time on academics - numbers, letters, weather, etc.	1
- More emphasis on musical equipment and music time	1
- Occasional field trips	1
- School pictures	1
- Indoor playroom should have large motor skill equipment such as climber small slide or crawl through tubes	1

Number of parents responding -- 18

Comments on Specific Areas of Satisfaction or Dissatisfaction

	N
- Generally satisfied	14
- Teachers & staff are excellent	8
- Flextime needs to be longer	7
- Excellent experiences for children	4
- Child is safe there	4
- Difficult to have full pre-school fees and tuition due at same time	4
- Never had a parent/teacher conference	3
- Advance billing is unfair since you pay for holidays and sick days	3
- Curriculum fit the concept of play-school rather than pre-school	2
- Playground should be cleaner, better maintained	2
- Not sure what observation room is	2
- Children are treated with respect	2
- Not happy with one or more teachers or staff	2
- Great opportunity for children to interact with children from different cultures	1
- Classroom for drop-ins is excellent	1
- Materials brought by parents not used	1
- Too much litter on floor	1
- Unhappy/couldn't get a refund for unused days	1
- Have earlier start time	1
- Have pre-school open during finals	1
- Child loves working on computer	1
- Computer does not work very well	1
- Will return next semester	1
- Just started - cannot rate yet	1
- Would not be able to attend College if not for service	1
- Would like more comments good or bad when picking up child	1
- Materials used are excellent	1
- Child did not like it - likes school now attending	1
- Children love hands-on learning	1
- Took child long time to fit in/feel comfortable	1
- Have mail slots for each child's art work	1
- Curriculum is excellent	1
- Facilities are excellent	1
- Need special discounts for people on financial aid	1
- Wish you could take older children	1
- Need evening hours	1
- Nutritious snacks brought by parents not used	1

Number of parents responding -- 38

On-Campus Pre-School

Experiences, Services, Facilities or Equipment Not in Harper's Program They Wish Had Been Included	N
- Satisfied with program and facilities as they are	5
- Academic emphasis pre-reading, pre-writing, letters, numbers, sounds, etc.	5
- Need more feedback on a weekly basis about curriculum and how children are performing	5
- More field trips	4
- More emphasis on music, piano, instruments, field trip to Music Department	3
- Would like a parent-teacher conference	2
- Have more computers for children	2
- Play equipment in I-121 when weather is inclement	2
- Would like a different program for second year student	2
- Open house in evening so other spouse can attend	1
- Listen to the parents opinion	1
- Need longer computer program for 4-5 year olds	1
- Opportunity to drop off tuition in pre-school office	1
- More parent participation helping with computers, games, snacks, etc.	1
- More on safety procedures: fire, strangers, getting lost, etc.	1
- Add foreign language instruction	1
- More hands-on cooking activities	1
- Enjoyed note outside classroom door explaining what children did that day	1
- Loved observation room	1
- Buddy Bear experience was clever but can all children have a turn?	1
- Longer playtime outside	1
- Practical skills: shoe tying, hours on a clock, etc.	1
- More time for computer	1
- More art or craft activities	1

Number of parents responding -- 33

Comments on Specific Areas of Satisfaction or Dissatisfaction

	N
- Teachers and staff were outstanding	20
- Need teacher-parent conferences	16
- Need regular feedback on curriculum and child's progress	12
- Curriculum was outstanding	11
- Satisfied with pre-school experience	10
- Need more academic emphasis: printing, pre-reading, letters, numbers	6
- Child feels loved, secure, respected	6
- Tuition for Center is too high	5
- Facilities and resources are excellent	5
- Need different curriculum for children in their second year	4
- Sound system should work in observation room	3
- Observation room too cramped	3
- Not satisfied with some teachers	3
- Wish holidays & calendar in sync with school district	2
- Observation room was excellent	2
- Christmas holiday too long	2
- In projects, all children must participate whether or not they are good at it	2
- Child has grown in positive ways	1
- Group time was too long	1
- Liked diversity of children at Center	1
- Liked songs and music	1
- Wish payment could be spread out/not all up front	1
- Playground gates should work at all times	1
- Not satisfied with teachers & teacher/student ratio	1
- Head teacher should be in room at all times	1
- More time with teacher/less paperwork	1
- A safe environment exists	1
- Center should be open during finals	1
- Payments should be made in CLC Office	1
- Quality of student teachers varies widely	1
- Was not informed one teacher does not teach on one particular day	1
- Have a computer unit for children	1
- Liked circle time	1
- Discounts for parents with more than one child	1
- Facility needs to be cleaner	1
- Too many fund raisers	1
- Concentration on funding basic needs not all the "gizmos"/Harper seems to be catering to "elite"	1
- Holidays should be more a part of curriculum	1
- Love the experiments for kids	1
- Parents & children embarrassed by teachers unprofessional behavior	1
- Very impressive parent organization	1
- Snack time should be earlier	1
- Parking is a problem	1
- Liked student/teacher ratio	1
- Playground should be cleaner	1

Number of parents responding -- 60

Northeast Center Pre-School

Experiences, Services, Facilities or Equipment Not in Harper's Program They Wish Had Been Included	N
- Need a fenced-in playground/updated equipment/additional space/safer	20
- Need an observation room	4
- More field trips	4
- The teachers and staff were great	3
- The program is fine as it is	3
- Would like afternoon classes also	2
- Have a computer unit	2
- Have a formal graduation for the 4-year olds	1
- Pre-school classroom is too small	1
- Curriculum was great	1
- Add a children's after-school enrichment program	1
- Have a kindergarten	1
- A different curriculum for the older children	1
- Equipment in the gym during inclement weather is good	1
- Inside rooms are great	1
- Have class pictures	1
- Pre-school program is very expensive	1

Number of parents commenting -- 27

Comments on Specific Areas of Satisfaction or Dissatisfaction

	N		N
- Teachers and staff are outstanding	21	- Evening speakers for parents was great	1
- Outstanding curriculum	9	- Simple graduation ceremonies were appreciated	1
- Age appropriate, happy, loving, affirming environment for children	7	- A fun creative place for children	1
- Playground needs improvement	4	- Was satisfied	1
- Children have benefited	3	- Was kept informed every day about activities	1
- Extended day program was wonderful	2	- Prefer billing monthly rather than only 6 times	1
- Let parents know in advance about holiday and no school days	2	- Room needs new carpet	1
- Concentrate more on academics - numbers, letters, writing	2	- Child was bored	1
- Prefer bills mailed to homes rather than carried home by children	2	- Would like one longer day	1
- Billing should be on basis of days of attendance & not include holidays	1	- Need new curriculum for older children	1
- What happened to Language Academy pre-school language program?	1	- System for keeping track of payments is not good	1
- Children were not happy at pre-school	1	- Children are guided not forced to participate - good	1
		- Kindergarten was a real disappointment after pre-school at Northeast Center	1
		- Teachers should not be involved in billing process	1
		- Was very difficult to get information on pre-school at Northeast Center	1
		- Teachers were reluctant to schedule conferences or give feedback	1

Number of parents commenting -- 32

APPENDIX

- Survey Instruments

    - Student Teachers
    - Parents - Flexible Schedule at Harper
    - Parents - Pre-School at Harper
    - Parents - Pre-School at Northeast Center

- Cover Letters

SURVEY OF STUDENT TEACHERS IN CHILD LEARNING CENTER AT HARPER COLLEGE

1- How satisfied were you with the following activities you in which you participated in the Child Learning Center? Check (✓) one column for each activity.

		Very Satisfied	Satisfied	Neutral	Not Satisfied
A.	Curriculum for Children	❑	❑	❑	❑
B.	Oral Communication w/Head Teacher	❑	❑	❑	❑
C.	Written Comm. w/Head Teacher	❑	❑	❑	❑
D.	Support from Teaching Staff	❑	❑	❑	❑
E.	Skill of Teaching Staff	❑	❑	❑	❑
F.	Student Teaching Dev. Sequence	❑	❑	❑	❑
G.	Preparation for Teaching Career	❑	❑	❑	❑
H.	Overall Participation in Learning Center	❑	❑	❑	❑

2- How satisfied were you with the following aspects of the facilities and equipment you used in the Learning Center? Check (✓) one column for each facility or item of equipment.

		Very Satisfied	Satisfied	Neutral	Not Satisfied
A.	Classroom Materials & Equipment	❑	❑	❑	❑
B.	Overall Appearance of Center	❑	❑	❑	❑
C.	Cleanliness & Maint. Of Center	❑	❑	❑	❑
D.	Indoor Playroom	❑	❑	❑	❑
E.	Playground	❑	❑	❑	❑

3- Were there activities, services, facilities or equipment you now wish had been a part of the Learning Center when you participated?_____

_____

_____

_____

_____

4- Comment on any areas of satisfaction, dissatisfaction or make any other comments you like about the Learning Center:

_____

_____

_____

_____

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
847-925-6000

Spring 1996

Dear Parents:

In our efforts to continuously improve the programs and services we offer, Harper College is conducting this evaluation survey. As users of our services, your opinion and feedback are very valuable to us. We will use your responses to plan programs and evaluate our services.

Please take the time to answer the questions contained in the attached survey as completely as possible. Then return the survey in the postage-paid enveloped which is enclosed for your convenience. Your individual responses will remain strictly **confidential and will be used only by the research team to compile an aggregate report from which recommendations for improvements can be formulated.**

Thank you in advance for your cooperation. Only you can help us measure the effectiveness of current programs and insure their improvement and ongoing availability **to others.**

Very truly yours,

John A. Lucas

John A. Lucas, Director
Office of Planning and Research

jc
Enclosures

Recycled Paper

SURVEY OF PARENTS OF FLEXIBLE SCHEDULE PRE-SCHOOL CHILDREN AT HARPER COLLEGE

1- How satisfied are you with following aspects of the pre-school program at Harper College? Check (✓) one column for each item.

		Very Satisfied	Satisfied	Neutral	Not Satisfied
A.	Curriculum for Children	❑	❑	❑	❑
B.	Communication with Teacher	❑	❑	❑	❑
C.	Parent-Teacher Conferences	❑	❑	❑	❑
D.	Teaching Staff	❑	❑	❑	❑
E.	Communication w/Office Mgr.	❑	❑	❑	❑
F.	Registration Procedures	❑	❑	❑	❑
G.	Billing Procedures	❑	❑	❑	❑
H.	Hours of Operation	❑	❑	❑	❑
I.	Overall Satisfaction with Program	❑	❑	❑	❑

2- How satisfied are you with the following aspects of facilities and equipment available for your pre-school children? Check (✓) one column for each item.

		Very Satisfied	Satisfied	Neutral	Not Satisfied
A.	Classroom Mat'l & Equipment	❑	❑	❑	❑
B.	Overall Appearance of Center	❑	❑	❑	❑
C.	Observation Room	❑	❑	❑	❑
D.	Playground	❑	❑	❑	❑
E.	Indoor Playroom - I-121	❑	❑	❑	❑
F.	Cleanliness & Maint. Of Center	❑	❑	❑	❑

3- What experiences, services, facilities, or equipment, not in Harper College's program, do you wish had been included? _____

_____

_____

4- Please comment on any specific areas of satisfaction or dissatisfaction or on any other aspect of the pre-school program: _____

_____

_____

_____

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
847-925-6000

Spring 1996

Dear Parents:

In our efforts to continuously improve the programs and services we offer, Harper College is conducting this evaluation survey. As users of our services, your opinion and feedback are very valuable to us. We will use your responses to plan programs and evaluate our services.

Please take the time to answer the questions contained in the attached survey as completely as possible. Then return the survey in the postage-paid enveloped which is enclosed for your convenience. Your individual responses will remain strictly confidential and will be used only by the research team to compile an aggregate report from which recommendations for improvements can be formulated.

Thank you in advance for your cooperation. Only you can help us measure the effectiveness of current programs and insure their improvement and ongoing availability to others.

Very truly yours,

John A. Lucas

John A. Lucas, Director
Office of Planning and
Research

jc
Enclosures

Recycled Paper

SURVEY OF PARENTS OF PRE-SCHOOL CHILDREN AT HARPER COLLEGE

1- How satisfied are you with following aspects of the pre-school program at Harper College? Check (✓) one column for each item.

		Very Satisfied	Satisfied	Neutral	Not Satisfied
A.	Curriculum for Children	❑	❑	❑	❑
B.	Communication with Teacher	❑	❑	❑	❑
C.	Parent-Teacher Conferences	❑	❑	❑	❑
D.	Teaching Staff	❑	❑	❑	❑
E.	Communication w/Office Mgr.	❑	❑	❑	❑
F.	Registration Procedures	❑	❑	❑	❑
G.	Billing Procedures	❑	❑	❑	❑
H.	Hours of Operation	❑	❑	❑	❑
I.	Overall Satisfaction with Program	❑	❑	❑	❑

2- How satisfied are you with the following aspects of facilities and equipment available for your pre-school children? Check (✓) one column for each item.

		Very Satisfied	Satisfied	Neutral	Not Satisfied
A.	Classroom Mat'l & Equipment	❑	❑	❑	❑
B.	Overall Appearance of Center	❑	❑	❑	❑
C.	Observation Room	❑	❑	❑	❑
D.	Playground	❑	❑	❑	❑
E.	Indoor Playroom - I-121	❑	❑	❑	❑
F.	Cleanliness & Maint. Of Center	❑	❑	❑	❑

3- What experiences, services, facilities, or equipment, not in Harper College's program, do you wish had been included? _____

_____

_____

4- Please comment on any specific areas of satisfaction or dissatisfaction or on any other aspect of the pre-school program: _____

_____

_____

_____

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
847-925-6000

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John A. Lucas

John A. Lucas, Director
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Recycled Paper

SURVEY OF PARENTS OF PRE-SCHOOL CHILDREN AT HARPER COLLEGE AT NORTHEAST CENTER

1- How satisfied are you with following aspects of the pre-school program at Harper College? Check (✓) one column for each item.

		Very Satisfied	Satisfied	Neutral	Not Satisfied
A.	Curriculum for Children	❑	❑	❑	❑
B.	Communication with Teacher	❑	❑	❑	❑
C.	Parent-Teacher Conferences	❑	❑	❑	❑
D.	Teaching Staff	❑	❑	❑	❑
E.	Communication w/Office Mgr.	❑	❑	❑	❑
F.	Registration Procedures	❑	❑	❑	❑
G.	Billing Procedures	❑	❑	❑	❑
H.	Hours of Operation	❑	❑	❑	❑
I.	Overall Satisfaction with Program	❑	❑	❑	❑

2- How satisfied are you with the following aspects of facilities and equipment available for your pre-school children? Check (✓) one column for each item.

		Very Satisfied	Satisfied	Neutral	Not Satisfied
A.	Classroom Mat'l & Equipment	❑	❑	❑	❑
B.	Overall Appearance of Center	❑	❑	❑	❑
C.	Observation Room	❑	❑	❑	❑
D.	Playground	❑	❑	❑	❑
E.	Indoor Playroom - I-121	❑	❑	❑	❑
F.	Cleanliness & Maint. Of Center	❑	❑	❑	❑

3- What experiences, services, facilities, or equipment, not in Harper College's program, do you wish had been included? _____

_____

_____

4- Please comment on any specific areas of satisfaction or dissatisfaction or on any other aspect of the pre-school program: _____

_____

_____

_____

Operational Staff:

Janice Cook, Administrative Secretary
Cal Meltesen, Research Analyst
Karla Hill, Research Clerk
Susannah Swift, Clerk
Donna Woodruff, Clerk

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398

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of
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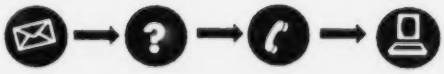
and
Research



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